

Remington Arms Co., Inc.
Product Service
Legal Case #:6016

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228080	4/7/2011	3/21/2011	4/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Frank	Lamoreaux	2042 Haven Hts Cir	South Jordan	UT	84095		E frankndeb@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Misfired	Concern:1006 Unexplained Discharge Safe OFF			
C				

3/22/11 Per email sent to Remington.com, incid # 110306-000050, "While hunting last fall and sighting in a Buck I released safety and attempted to squeeze trigger with a bullet chambered only to find trigger could not be moved. While keeping gun still pointed in direction of where deer was it went off on its own 2 seconds later missing terribly. I'm terrified of gun at this point what needs to be done. This is the second time since I've owned gun that I have had trouble. The first problem was a remington bullet sodering itself into the bolt after a round was fired while shooting on a police range. Remington had my gun for months to diagnose problem. I am the first and only owner of this gun and it's in beautiful condition. The gun is over 30 years old and I've hunted every year with it since I bought it."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6691626	RQ	11/26/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	UDISCO SALT LAKE CTY UT		Y			

CONCERN: DELAYED FIRING

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/130, 150	270 WIn				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, test fire at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	4/15/2011				

3/22/11 Mailing ARS.cm 4/15/11 Per Ilion, trigger assm is contaminated with a partially dried and sticky lube residue causing parts to work sluggish. Replace TPA, clean, test fire at BLSM price of \$20 + shipping.cm *4/15 Emailed quote/inspect info.*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		RQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICY LUBE RESIDUE PARTS WORK SLUGGISH
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

224
RQ 11/28
7#
.009

6016

March 21, 2011

Frank Lamoreaux
2042 Haven Hts Cir
South Jordan, UT 84095

Subject: #6016, Model 700

Dear Mr. Lamoreaux,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
APR 15 2011

BY:.....

Serial
Number:

A6691626

Model: 700



RE00228080

T.A. is contaminated w/ a partially
dried sticky tube residue causing
parts to work sluggish. Replace TPA,
clean & test fire under BCP for
\$20.00 + ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800 243 9700 • www.remington.com

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 BPL		Serial Number: A6691626	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Frank Lamoreaux		Date of Purchase: 1978	
Address (no PO Boxes): 2042 HAVEN HTS CIRCLE			
City: SO JORDAN		State: UT	Zip: 84095
Phone (Daytime): 801-599-4095		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) FRANKNdeb@COMCAST.NET			
E-mail Address: _____			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>Sometimes when Bullet is chambered Safety will NOT ENGAGE (Toggle won't move)</p> <p>GUNS trigger will lock Lock up (won't move at all) when attempting to fire. Then with NO finger movement Gun Goes off fire with NO WARNING within seconds of when pressure was applied.</p> <p>GUN ALSO HAD documented issue with Remington shell Sodering itself into Bolt After firing weapon back in</p> <p>1979 OR 1980 (Gun was examined by Remington)</p>			
Ammunition Information:			
Manufacturer: Remington / FACTORY Loads only		Type: .270 Win	
Other (i.e. bullet weight/type, shot size, powder):		130 And 150 Grains	
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	

20.40
 27. —
 20. —
 67.40
 37. —
 30.40

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	HOPPE'S #9 Solvent
How often do you clean the bore? (Months or Number of rounds)	After Each Use
How often do you clean the action? (Months or Number of rounds)	Yearly
How often do you clean the trigger assembly? (Months or Number of rounds)	Yearly
Brand of lubricant used:	OUTER'S Gun Oil
How often do you lubricate the bore? (Months or Number of rounds)	End of Season
How often do you lubricate the action? (Months or Number of rounds)	After Each Use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After Each Use
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
1979 or 1980	
What were the services performed?	Examination for Bolt damage due to Hot Loaded Remington Bullet ALSO Extracted spent casing from Bolt
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>ⓈWARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

6016

Reference #
110306-000050

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

Rem. 700 BDL .270 misfire.**Discussion Thread****Customer (Frank Lamoreaux)****03/13/2011 11:09 PM**

Why have I recieved no answer or solutions to my question? It has been over 5 business days.

Customer (Frank Lamoreaux)**03/06/2011 04:09 PM**

While hunting last fall and sighting in a Buck I released safety and attempted to squeeze trigger with a bullet chambered only to find trigger could not be moved. While keeping gun still pointed in direction of where deer was it went off on its own 2 seconds later missing terribly. I'm terrified of gun at this point what needs to be done. This is the second time since I've owned gun that I have had trouble. The first problem was a remington bullet sodering itself into the bolt after a round was fired while shooting on a police range. Remington had my gun for months to diagnose problem. I am the first and only owner of this gun and it's in beautiful condition. The gun is over 30 years old and I've hunted every year with it since I bought it.

Primary Contact**First Name:** Frank**Last Name:** Lamoreaux**Organization:****Login:** franko**Title:****Contact Type:****Email:** frankndeb@comcast.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

Date Created
03/06/2011 04:09 PM

Initial Response
None

Last Updated
03/17/2011 09:45 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	3/21/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Frank Lamoreaux 2042 Haven Hts Cir South Jordan, UT 84095
RETURN ITEM TO:	Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 MAR 22, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066032023
REF 1:FRANK LAMOREAUX/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.51 PUB+HANDLING 12.51 SP 0.00







